

APPENDIX G

SERVICE DEFINITIONS

COMPREHENSIVE WORK EVALUATION

I. SERVICE DESCRIPTION

Comprehensive work evaluation services provide an individualized and systematic process in which an individual, in partnership with the evaluator, learns to identify viable vocational options and develop employment goals and objectives. This process incorporates background information (e.g., information regarding the individual's education, psychological history, work history, medical/physical capabilities, behavioral status, and financial status) and uses any combination of interactive group meetings (e.g., profiling for strategic plans, futures planning, etc.), testing, work samples, situational assessments, community-based job trials, prevailing labor market data, occupational information, assistive technology, functional capacities, accommodations, and modifications.

The Community Rehabilitation Program (CRP) is paid in accordance with an established hourly (community-based work evaluation) or day rate (work evaluation).

II. REQUIREMENTS AND RESTRICTIONS

- A. A program description/curriculum must be available for review and should outline the details and objectives of the program.
- B. Comprehensive work evaluation services assist clients to make informed vocational choices by assessing or obtaining:
 - 1. information on the labor market, local wage and hour data, job requirements, career ladders, job availability, certification and licensing requirements, specific vocational training, and general educational requirements;
 - 2. information on the personal employment-related attributes of the persons served, including their abilities, physical capacities, skills, aptitudes, support needs, and behaviors.

- C. An individualized written evaluation plan must be developed for each person, based on referral information, referral questions, the initial interview, and the stated overall purpose of the evaluation. The evaluation plan is prepared by the person served and the evaluator, and:
1. includes the questions to be answered through the evaluation;
 2. indicates how and by whom these questions will be answered, including any assistive technology techniques; and
 3. is reviewed periodically and modified by the evaluator and the person served, as often as necessary.
- D. The range and scope of comprehensive work evaluation services assess or obtain any or all of the following information concerning the persons served, based on the individualized evaluation plan.
1. Ability to learn about oneself as a result of the information obtained and furnished through the evaluation experiences
 2. Educational and vocational achievements
 3. Assistive technology and reasonable accommodation needs
 4. Community and employment support needs
 5. Environmental condition needs
 6. The need for tool and job site modifications or adaptive equipment that may enhance the employability of the persons served when their disabilities may invalidate otherwise standardized procedures
 7. Work and non-work needs
 8. Independent living skills
 9. Intellectual capacities
 10. Vocational interests, aptitudes, and career aspirations
 11. Job seeking and job keeping skills
 12. Knowledge of occupational information
 13. Learning styles, including ability to understand, recall, and respond to various types of instructions

14. Loss of access to the labor market and/or loss of earning capacity
 15. Personal, social, and work-related behaviors
 16. Physical and psychomotor capacities
 17. Possible employment objectives
 18. Transferable skills
 19. Work skills and tolerance
 20. Modes of communication
- E. When functional capacities assessment is provided as part of comprehensive work evaluation services, the report must identify:
1. functional strengths and limitations
 2. accommodations/modifications necessary to enhance capacities; and
 3. identification of personal, family, and community supports available to facilitate integration into the community.
- F. A written vocational evaluation report must be prepared for each person receiving comprehensive work evaluation services. The information and interpretation are shared with the person served and disseminated within 10 days of the completion of the evaluation to the agencies and individuals responsible for implementing the plan. A face-to-face meeting is to be held at the completion of the evaluation.
- G. If the client assessment process under hourly rate placement or supported employment is facilitated by the CRP vocational evaluator, the appropriate placement staff must be an integral part of the team.
1. The CRP will be reimbursed for the time spent to complete the assessment at the rate for community work evaluation.
 2. Other staff time for the assessment process is not billable.
- III. BILLABLE UNIT
- A. If the comprehensive work evaluation takes place within the CRP facility, the reporting and billing unit is one (1) day. If an individual is present for less than one-half of the number of hours in a normal vocational evaluation work day, the provider should bill for one-half day of service.

- B. If the comprehensive work evaluation takes place within the community, client-specific billable time (hourly) can be claimed for time both on and off the job site based on the following guidelines.
1. Client on job site: Time spent by CRP staff at a client's job site while the client is at work. Time during breaks and at lunch would be included only if staff are at the job site.
 - a. Time active: Time actually spent working with the client, managers, supervisors, co-workers, and customers, including active observations. Includes anything which is done on the job site to assist the client.
 - b. Time inactive: Time between periods of active intervention with a specific client. This is time during which the CRP staff have removed themselves from active involvement with that client, managers, supervisors, co-workers, and customers and leave the work station but intend to become active again shortly.
 2. Client off job site: Time spent working for a particular client, but not at his/her job site unless the client is not at work at the time.
 - a. Travel time: Time used in either traveling to a job site to develop a job, consult with an employer, or to work with a client at the job site, to a meeting at a client's home, or in transporting the client to a needed service. Travel time cannot be billed if the sole purpose of the trip is to take the client to work. Travel time should be billed from the nearest point (whether that is the provider's physical site or the CRP staff member's home) to the destination.
 - b. Client-specific site development: Time spent contacting employers to develop assessment sites for specific clients.
 - c. Client assessment: Time spent gathering and analyzing information relevant to employment possibilities is included. The following, when done for the purpose of assessment and plan development, would also be included: (i) reviewing client records; (ii) client interviewing; (iii) communication with parents, guardians, and involved agencies (i.e., interactive group meetings to develop the employment plan); and (iv) observation of the client in a community setting.
 - d. Documentation time: Time spent preparing IPPs, client progress notes, monthly progress reviews, termination reports, and billing statements.

3. Non-billable activities include, but are not limited to, the following.

Public Relations	Community education
In-Service meetings	Client staffings
Departmental meetings	Staff development

Any in-house vocational evaluation services.

4. Reporting and billing unit: One (1) hour (60 consecutive minutes) of service.

Actual billable time should be tracked for each client individually, and the hours and minutes should be inserted in the appropriate category on the monthly billing sheet. This column should then be added and any fraction of the total that is 15 minutes or more should be rounded up to the nearest one-half hour total. Time is not rounded for each episode or category of service.

EXAMPLE:

CLIENT ON JOB SITE:	
Time Active.....	9 hrs. 23 min.
Time Inactive.....	2 hrs. 20 min.
CLIENT OFF JOB SITE:	
Travel time	4 hrs. 38 min.
TOTAL ACTUAL TIME	16 hrs. 21 min.
= BILLING TIME	16.5 hrs.

HOURLY RATE PLACEMENT

I. SERVICE DESCRIPTION

Hourly rate placement (CC 80) is a placement service designed to help individuals obtain and maintain competitive employment in integrated settings who need a place-train model of one-on-one assistance, but do not need the long-term follow-along supports associated with supported employment.

Hourly rate placement could be authorized as a primary placement service for an individual who is not appropriate for either a PBP or SE program, or for individuals who, after receiving PBP services and the PBP job maintenance component has been authorized, need additional, time-limited hourly services to maintain employment. The Community Rehabilitation Program (CRP) is paid for hourly rate placement services in accordance with an established hourly rate.

II. DEFINITIONS

A. Competitive employment means work:

1. in the competitive labor market that is performed on a full-time or part-time basis in an integrated setting;
2. for which an individual is compensated at or above the minimum wage, but not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals who are not disabled.

B. Integrated setting:

1. with respect to the provision of services, means a setting typically found in the community in which applicants or eligible individuals interact with non-disabled individuals other than non-disabled individuals who are providing services to those applicants or eligible individuals; and
2. with respect to an employment outcome, means a setting typically found in the community in which applicants or eligible individuals interact with non-disabled individuals other than non-disabled individuals who are providing services to those applicants or eligible individuals to the same extent that non-disabled individuals in comparable positions interact with other persons.

III. REQUIREMENTS AND RESTRICTIONS

- #### A.
- Individualized service plans must be developed with the persons served based on information about their strengths, abilities, needs, and preferences, with a

focus on their desired outcomes and expectations. The individual service plans are communicated in a manner that is understandable to the person served and to the individuals who are responsible for implementing the plans. Typically included in a plan are:

1. documentation of the decisions made by the person served;
 2. goals and objectives that address the person's preferences and choices;
 3. timeframes for service provision;
 4. measures and procedures to assess performance and outcomes;
 5. individuals responsible for implementing the plan;
 6. specific supportive services and strategies; and
 7. a schedule for periodic review of the plan.
- B. Face-to-face meetings with the person served and the individuals who are responsible for implementing the plan will be determined in the individualized service plans. A written report will be submitted monthly.
- C. A program description/curriculum must be available for review and should outline the details and objectives of the program.
- D. If the client assessment process is facilitated by the CRP Vocational Evaluator, the appropriate placement staff must be an integral part of the team.
1. The CRP will be reimbursed for the spent to complete the assessment at the rate for Community-Based Work Evaluation.
 2. Other staff time for the assessment process is not billable.

IV. BILLABLE UNIT

Client-specific billable time can be claimed for time both on and off the job site.

- A. Client on job site: Time spent by CRP staff at a client's job site while the client is at work. Time during breaks and at lunch would be included only if staff are at the job site.
1. Time active: Time actually spent working with the client, managers, supervisors, co-workers, and customers, including active observations. Includes anything which is done on the job site to assist the client.

2. Time inactive: Time between periods of active intervention with a specific client. This is time during which the CRP staff have removed themselves from active involvement with that client, managers, supervisors, co-workers, and customers and leave the work station but intend to become active again shortly.
- B. Client off job site: Time spent working for a particular client, but not necessarily at his/her job site.
1. Travel time: Time used in either traveling to a job site to develop a job, consult with an employer, or to work with a client at the job site, to a meeting at a client's home, or in transporting the client to a needed service. Travel time cannot be billed if the sole purpose of the trip is to take the client to work. Travel time should be billed from the nearest point (whether that is the provider's physical site or the CRP staff member's home) to the destination.
 2. Client training time: Time spent with the client while he/she is not at work. Categories of training could include money handling, learning how to use transportation, grooming, counseling, and other training activities.
 3. Client program development: Time spent developing appropriate instructional plans (writing task analyses and performance assistance programs). Client-specific job development is NOT included here. This category should be used when CRP staff are at the job site learning the job tasks to be performed by the client.
 4. Employment advocacy time: Time spent advocating for the client only with persons at the job site and only for purposes directly related to the job. These persons would include employers, co-workers, and customers. Activities reported here would include consulting with an employer while the client is not at work.
 5. Non-employment advocacy time: Time spent by the CRP staff advocating with persons NOT directly affiliated with the employer. These persons might include parents, bus drivers, school personnel, landlords, case managers, bank personnel, and others in the community. This time is billable only when a client is hired and is currently working.
 6. Client assessment: Time spent gathering and analyzing information relevant to employment possibilities is included. The following, when done for the purpose of assessment and plan development, would also be included: (a) reviewing client records; (b) client interviewing; (c) communication with parents, guardians, and involved agencies (i.e., interactive group meetings to develop the employment plan); and (d) observation of the client in a community setting.

7. Client-specific job development: Time spent contacting employers to identify and develop job opportunities for specific clients.
8. Documentation time: Time spent preparing IPPs, client progress notes, monthly progress reviews, termination reports, and billing statements.

C. Non-billable activities include, but are not limited to, the following.

Public Relations	Community education
In-Service meetings	Client staffings
Departmental meetings	Staff development
Sheltered worker observation	

Any other activities which are non-client specific (e.g., job coach is working the job instead of the client when the client is not present).

D. Reporting and billing unit: One (1) hour (60 consecutive minutes) of service.

Actual billable time should be tracked for each client individually, and the hours and minutes should be inserted in the appropriate category on the monthly billing sheet. This column should then be added and any fraction of the total that is 15 minutes or more should be rounded up to the nearest one-half hour total. Time is not rounded for each episode or category of service.

EXAMPLE:

CLIENT ON JOB SITE:	
Time Active.....	12 hrs. 00 min.
Time Inactive.....	2 hrs. 08 min.
CLIENT OFF JOB SITE:	
Travel time	3 hrs. 42 min.
Client training time.....	4 hrs. 10 min.
Documentation time.....	1 hr. 15 min.
TOTAL ACTUAL TIME	23 hrs. 15 min.
= BILLING TIME	23.5 hrs.

JOB SEEKING SKILLS**I. SERVICE DESCRIPTION**

Job seeking skills (JSS, CC 61) are those skills that enable a job-ready client to engage in a self-directed job search. Some examples of JSS skills training include: (A) how to conduct a job search; (B) how to correctly complete a job application; (C) appropriate interviewing skills; (D) where to find information about job openings; (E) how to take employment tests; and (F) how to write resumes.

II. REQUIREMENTS AND RESTRICTIONS

- A. A program description/curriculum must be available for review and should outline the details and objectives of the program.
- B. Each client receives approximately 10-20 hours of service. The services may be delivered over a period of a few days or multiple weeks.
- C. The service may have two to five clients in each class. Depending on the amount of referrals, agencies may not run classes continuously; however, services should not be unnecessarily delayed.
- D. Services provided to clients must be related to the individual person's needs, as documented in their Individualized Plan for Employment (IPE), and include a staffing and report upon completion of the class and thereafter staffings and reports that reflect monthly progress toward the objective established in the IPE and CRP placement plan or individual program plan (IPP).
- E. Job seeking skills may be authorized for individuals who are job ready and are self-directed, needing only training to place themselves. JSS should not be authorized for any individual needing direct job development and placement assistance, such as clients receiving PBP or supported employment services.

III. BILLABLE UNIT

- A. The reporting and billing unit is one (1) hour (60 minutes) of service.
- B. Actual billable time should be tracked for each client individually, and the hours and minutes should be inserted in the appropriate category on the monthly billing sheet. This column should then be added and any fraction of the total that is 15 minutes or more should be rounded up to the nearest one-half hour total. Time is not rounded for each episode or category of service.

ORIENTATION AND MOBILITY (O&M) TRAINING**I. SERVICE DESCRIPTION**

Orientation and mobility training (CC 11-07) is a training program which gives an individual who is blind or visually impaired the opportunity to learn the necessary skills in the use of a cane so that they can travel independently in familiar or unfamiliar places without the assistance of a sighted guide.

II. REQUIREMENTS AND RESTRICTIONS

- A. A program description/curriculum must be available for review and should outline the details and objectives of the program.
- B. Services provided to a client must be: (1) related to the person's need as documented in their IPE; and (2) must include reports which show monthly progress toward the objectives established in the IPE and CRP placement plan; and (3) upon completion of the training, must include a written report and case consultation with the client and the VR Counselor.

III. BILLABLE UNIT

- A. Billable activities include the following.

- 1. Direct service time: time spent working directly with the client, including active observations.
- 2. Travel time: time used in traveling to a site in the community where direct services will be provided to the client. Travel time cannot be billed if the sole purpose of the trip is to transport the client to a site in the community. Travel time should be billed from the nearest point (whether that is the provider's physical site or the CRP staff member's home) to the destination.
- 3. Documentation time: time spent preparing IPPs, client progress notes, and termination reports.

- B. Non-billable activities include, but are not limited to, the following.

Public Relations	Community education
In-Service meetings	Client staffings
Departmental meetings	Staff development

Any other activities which are non-client specific.

- C. Reporting and billing unit: One (1) hour (60 minutes) of service.

Actual billable time should be tracked for each client individually, and the hours and minutes should be inserted in the appropriate category on the monthly billing sheet. This column should then be added and any fraction of the total that is 15 minutes or more should be rounded up to the nearest one-half hour total. Time is not rounded for each episode or category of service.

PERFORMANCE BASED PLACEMENT (PBP)**I. SERVICE DESCRIPTION**

Performance based placement (PBP) is a placement service provided to individuals who are unable to engage in their own self-directed job search to obtain and maintain competitive employment. Job placement is achieved for VR clients who most likely will not require intensive job coaching or long-term follow-along when a specific vocational goal has been established. The Community Rehabilitation Program (CRP) is paid in accordance with an established rate for each placement achieved.

II. DEFINITIONS**A. Competitive employment means work:**

1. in the competitive labor market that is performed on a full-time or part-time basis in an integrated setting;
2. for which an individual is compensated at or above the minimum wage, but not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals who are not disabled.

B. Integrated setting:

1. with respect to the provision of services, means a setting typically found in the community in which applicants or eligible individuals interact with non-disabled individuals other than non-disabled individuals who are providing services to those applicants or eligible individuals; and
2. with respect to an employment outcome, means a setting typically found in the community in which applicants or eligible individuals interact with non-disabled individuals other than non-disabled individuals who are providing services to those applicants or eligible individuals to the same extent that non-disabled individuals in comparable positions interact with other persons.

III. REQUIREMENTS AND RESTRICTIONS

- A. Individualized service plans must be developed with the persons served based on information about their strengths, abilities, needs, and preferences, with a focus on their desired outcomes and expectations. The individual service plans are communicated in a manner that is understandable to the person served and to the individuals who are responsible for implementing the plans. Typically included in a plan are:

1. documentation of the decisions made by the person served;
 2. goals and objectives that address the person's preferences and choices;
 3. timeframes for service provision;
 4. measures and procedures to assess performance and outcomes;
 5. individuals responsible for implementing the plan;
 6. specific supportive services and strategies; and
 7. a schedule for periodic review of the plan.
- B. Face-to-face meetings with the person served and the individuals who are responsible for implementing the plan will be determined in the individualized service plans. A written report will be submitted monthly.
- C. A program description/curriculum must be available for review and should outline the details and objectives of the program.
- D. It should be noted that Job Seeking Skills (JSS) is not a prelude to PBP services. It is recognized that JSS clients who were previously thought to be able to engage in a self-directed job search but who failed in their attempts could subsequently be referred for PBP services; however, JSS cannot be required prior to PBP and JSS and PBP services should not run concurrently.

IV. BILLABLE UNIT

- A. PBP Job Placement (CC 81) consists of all services necessary to achieve job placement, including, but not limited to, job development, job analysis to assure a good client-specific job match, employee advocacy, and any necessary training in basic job readiness and interviewing skills.

The PBP job placement component of the PBP authorization will be vouchered for payment immediately upon job placement.

- B. PBP Job Maintenance (CC 84) consists of training at the job site and all other services necessary to assure that the individual has maintained the employment outcome for a period of at least 90 consecutive days, starting with the first day on the job.

The PBP job maintenance component of the PBP authorization will be vouchered for payment upon retention of employment by the client for a minimum of 90 consecutive days.

PERSONAL ADJUSTMENT TRAINING**I. SERVICE DESCRIPTION**

Personal adjustment training (PAT, CC 11-09) is a training program which gives an individual who is disabled the opportunity to learn modified or new methods of carrying out daily activities, such as communications, cooking, cleaning, personal care, home maintenance, money identification, and other activities which one uses in a daily routine. This may entail learning how to use adaptive technology to carry out these tasks in a safe and productive manner.

II. REQUIREMENTS AND RESTRICTIONS

- A. A program description/curriculum must be available for review and should outline the details and objectives of the program.
- B. Services provided to a client must be: (1) related to the person's need as documented in their IPE; and (2) must include reports which show monthly progress toward the objectives established in the IPE and CRP placement plan; and (3) upon completion of the training, must include a written report and case consultation with the client and the VR Counselor.

III. BILLABLE UNIT

- A. Billable activities include the following.

- 1. Direct service time: time spent working directly with the client, including active observations.
- 2. Travel time: time used in traveling to a site in the community where direct services will be provided to the client. Travel time cannot be billed if the sole purpose of the trip is to transport the client to a site in the community. Travel time should be billed from the nearest point (whether that is the provider's physical site or the CRP staff member's home) to the destination.
- 3. Documentation time: time spent preparing IPPs, client progress notes, and termination reports.

- B. Non-billable activities include, but are not limited to, the following.

Public Relations
In-Service meetings
Departmental meetings

Community education
Client staffings
Staff development

Any other activities which are non-client specific.

- C. Reporting and billing unit: One (1) hour (60 minutes) of service.

Actual billable time should be tracked for each client individually, and the hours and minutes should be inserted in the appropriate category on the monthly billing sheet. This column should then be added and any fraction of the total that is 15 minutes or more should be rounded up to the nearest one-half hour total. Time is not rounded for each episode or category of service.

SUPPORTED EMPLOYMENT (SE)**I. SERVICE DESCRIPTION**

Supported employment (SE, CC 63) means:

- A. competitive employment in an integrated setting with ongoing support services for individuals with the most significant disabilities—
 - 1. for whom competitive employment has not traditionally occurred or for whom competitive employment has been interrupted or intermittent as a result of a significant disability, and
 - 2. who, because of the nature and severity of their disabilities, need intensive supported employment (SE) services from the Vocational Rehabilitation Program counselor and extended services after transition in order to perform this work; or
- B. transitional employment for individuals with the most significant disabilities due to mental illness.

The Community Rehabilitation Program (CRP) is paid in accordance with an established hourly rate.

II. DEFINITIONS

A. Competitive employment means work:

- 1. in the competitive labor market that is performed on a full-time or part-time basis in an integrated setting;
- 2. for which an individual is compensated at or above the minimum wage, but not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals who are not disabled.

B. Extended services means ongoing support services and other appropriate services that are needed to support and maintain an individual with a most significant disability in supported employment and that are provided by a State agency, a private nonprofit organization, employer, or any other appropriate resources from funds other than Vocational Rehabilitation Program funds after an individual with a most significant disability has made the transition from support provided by the Vocational Rehabilitation Program.

C. Integrated setting:

1. with respect to the provision of services, means a setting typically found in the community in which applicants or eligible individuals interact with non-disabled individuals other than non-disabled individuals who are providing services to those applicants or eligible individuals; and
2. with respect to an employment outcome, means a setting typically found in the community in which applicants or eligible individuals interact with non-disabled individuals other than non-disabled individuals who are providing services to those applicants or eligible individuals to the same extent that non-disabled individuals in comparable positions interact with other persons.

D. Ongoing support services:

1. means services that are—
 - a. needed to support and maintain an individual with a most significant disability in supported employment,
 - b. identified based on a determination by the Vocational Rehabilitation Counselor of the individual's needs as specified in an individualized plan for employment (IPE), and
 - c. furnished by the Vocational Rehabilitation Counselor from the time of job placement until transition to extended services (unless post-employment services are provided following transition) and thereafter by one or more extended services providers throughout the individual's term of employment in a particular job placement or multiple placements if those placements are being provided under a program of transitional employment;
2. must include an assessment of employment stability and provision of specific services or the coordination of services at or away from the worksite that are needed to maintain stability based on—
 - a. at a minimum, twice-monthly monitoring at the worksite of each individual in supported employment, or
 - b. if under special circumstances, especially at the request of the individual, the IPE provides for off-site monitoring, twice-monthly meetings with the individual;
3. consist of—

- a. any particularized assessment supplementary to the comprehensive assessment of vocational rehabilitation needs described in this part,
- b. the provision of skilled job trainers who accompany the individual for intensive job skill training at the work site,
- c. job development and placement,
- d. social skills training,
- e. regular observation or supervision of the individual,
- f. follow-up services including regular contact with the employers, the individuals, the parents, family members, guardians, advocates, or authorized representatives of the individuals, and other suitable professional and informed advisors, in order to reinforce and stabilize the job placement,
- g. facilitation of natural supports at the worksite,
- h. any other service identified in the scope of vocational rehabilitation services for individuals, or
- i. any service similar to the foregoing services.

E. Supported employment (SE) services means:

- 1. ongoing support services and other appropriate services needed to support and maintain an individual with a most significant disability in supported employment that are provided by the Vocational Rehabilitation Counselor—
 - a. for a period of time not to exceed 18 months (from the first day of work at the first job placement), unless under special circumstances the eligible individual and the counselor jointly agree to extend the time in order to achieve the rehabilitation objectives identified in the individualized plan for employment (IPE), and
 - b. following transition to extended services, as specific post-employment services that are unavailable from an extended services provider and that are necessary to maintain or regain the job placement or advance in employment.

F. Transitional employment means: a series of planned temporary job placements in competitive work in integrated settings with ongoing support services for individuals with the most significant disabilities due to mental illness. In

transitional employment, the provision of ongoing support services must include continuing sequential job placements until job permanency is achieved.

III. REQUIREMENTS AND RESTRICTIONS

A. Individualized service plans must be developed with the persons served based on information about their strengths, abilities, needs, and preferences, with a focus on their desired outcomes and expectations. The individual service plans are communicated in a manner that is understandable to the person served and to the individuals who are responsible for implementing the plans. Typically included in a plan are:

1. documentation of the decisions made by the person served;
2. goals and objectives that address the person's preferences and choices;
3. timeframes for service provision;
4. measures and procedures to assess performance and outcomes;
5. individuals responsible for implementing the plan;
6. specific supportive services and strategies; and
7. a schedule for periodic review of the plan.

B. Face-to-face meetings with the person served and the individuals who are responsible for implementing the plan will be determined in the individualized service plans. A written report will be submitted monthly.

C. A program description/curriculum must be available for review and should outline the details and objectives of the program.

D. See SERVICE DESCRIPTION (item I.).

E. If the client assessment process is facilitated by the CRP Vocational Evaluator, the appropriate placement staff must be an integral part of the team.

1. The CRP will be reimbursed for the spent to complete the assessment at the rate for Community-Based Work Evaluation.
2. Other staff time for the assessment process is not billable.

IV. BILLABLE UNIT

Client-specific billable time can be claimed for time both on and off the job site.

- A. Client on job site: Time spent by CRP staff at a client's job site while the client is at work. Time during breaks and at lunch would be included only if staff are at the job site.
1. Time active: Time actually spent working with the client, managers, supervisors, co-workers, and customers, including active observations. Includes anything which is done on the job site to assist the client.
 2. Time inactive: Time between periods of active intervention with a specific client. This is time during which the CRP staff have removed themselves from active involvement with that client, managers, supervisors, co-workers, and customers and leave the work station but intend to become active again shortly.
- B. Client off job site: Time spent working for a particular client, but not necessarily at his/her job site.
1. Travel time: Time used in either traveling to a job site to develop a job, consult with an employer, or to work with a client at the job site, to a meeting at a client's home, or in transporting the client to a needed service. Travel time cannot be billed if the sole purpose of the trip is to take the client to work. Travel time should be billed from the nearest point (whether that is the provider's physical site or the CRP staff member's home) to the destination.
 2. Client training time: Time spent with the client while he/she is not at work. Categories of training could include money handling, learning how to use transportation, grooming, counseling, and other training activities.
 3. Client program development: Time spent developing appropriate instructional plans (writing task analyses and performance assistance programs). Client-specific job development is NOT included here. This category should be used when CRP staff are at the job site learning the job tasks to be performed by the client.
 4. Employment advocacy time: Time spent advocating for the client only with persons at the job site and only for purposes directly related to the job. These persons would include employers, co-workers, and customers. Activities reported here would include consulting with an employer while the client is not at work.
 5. Non-employment advocacy time: Time spent by the CRP staff advocating with persons NOT directly affiliated with the employer. These persons might include parents, bus drivers, school personnel, landlords, case managers, bank personnel, and others in the community. This time is billable only when a client is hired and is currently working.

6. Client assessment: Time spent gathering and analyzing information relevant to employment possibilities is included. The following, when done for the purpose of assessment and plan development, would also be included: (a) reviewing client records; (b) client interviewing; (c) communication with parents, guardians, and involved agencies (i.e., interactive group meetings to develop the employment plan); and (d) observation of the client in a community setting.
7. Client-specific job development: Time spent contacting employers to identify and develop job opportunities for specific clients.
8. Documentation time: Time spent preparing IPPs, client progress notes, monthly progress reviews, termination reports, and billing statements.

C. Non-billable activities include, but are not limited to, the following.

Public Relations	Community education
In-Service meetings	Client staffings
Departmental meetings	Staff development
Sheltered worker observation	

Any other activities which are non-client specific (e.g., job coach is working the job instead of the client when the client is not present).

D. Reporting and billing unit: One (1) hour (60 consecutive minutes) of service.

Actual billable time should be tracked for each client individually, and the hours and minutes should be inserted in the appropriate category on the monthly billing sheet. This column should then be added and any fraction of the total that is 15 minutes or more should be rounded up to the nearest one-half hour total. Time is not rounded for each episode or category of service.

EXAMPLE:

CLIENT ON JOB SITE:	
Time Active..... 12 hrs. 00 min.
Time Inactive..... 2 hrs. 08 min.
CLIENT OFF JOB SITE:	
Travel time 3 hrs. 42 min.
Client training time..... 4 hrs. 10 min.
Documentation time..... 1 hr. 15 min.
TOTAL ACTUAL TIME 23 hrs. 15 min.
= BILLING TIME 23.5 hrs.

WORK ADJUSTMENT TRAINING (COMMUNITY-BASED)**I. SERVICE DESCRIPTION**

Community-based work adjustment training (CC 11-13) is a one-on-one transitional, time-limited, systematic training program which helps persons toward their optimal level of vocational development. Utilizing real work, the intent of the program is to help clients understand the meaning, value, and demands of work and to develop appropriate work-related attitudes, personal characteristics, behaviors, and functional capacities.

II. REQUIREMENTS AND RESTRICTIONS

- A. A program description/curriculum must be available for review and should outline the details and objectives of the program.
- B. This service would be provided in a business- or community-based work environment which has been established by a CRP having a formal purchase of services agreement (POSA).
- C. Community-based work adjustment training is not intended to be used in lieu of, or as a precursor to, supported employment services. In most situations, this service would not be used for individuals with the most significant disabilities who would be eligible for SE and could have these types of needs addressed in an actual employment setting.
- D. The community-based work adjustment training site should be evaluated as to its appropriateness with regard to the following concerns.
 - 1. Adequate supervision
 - 2. Appropriate safety
 - 3. Physical accessibility
 - 4. Transportation accessibility
 - 5. Competitiveness of work tasks and expectations
- E. An individualized written work adjustment plan should be developed with each person served based on previous relevant assessment findings.
- F. Services provided to clients must be related to the person's needs as documented in their IPE, and including staffings and reports that reflect monthly progress toward the objective established in the IPE and work adjustment plan.

III. BILLABLE UNIT

Client-specific billable time can be claimed for time both on and off the job site based on the following guidelines.

- A. Client on job site: Time spent by CRP staff at a client's job site while the client is at work. Time during breaks and at lunch would be included only if the work adjustment specialist (WAS) is at the job site.
1. Time active: Time actually spent working with the client, managers, supervisors, co-workers, and customers, including active observations. Includes anything which is done on the job site to assist the client.
 2. Time inactive: Time between periods of active intervention with a specific client. This is time during which the WAS has removed him-/herself from active involvement with that client, managers, supervisors, co-workers, and customers and leaves the work station but intends to become active again shortly.
- B. Client off job site: Time spent working for a particular client, but not necessarily at his/her job site.
1. Travel time: Time used in either traveling to a job site to develop a job, consult with an employer, or to work with a client at the job site, to a meeting at a client's home, or in transporting the client to a needed service. Travel time cannot be billed if the sole purpose of the trip is to take the client to work. Travel time should be billed from the nearest point (whether that is the provider's physical site or the CRP staff member's home) to the destination.
 2. Client program development: Time spent developing appropriate instructional plans (writing task analyses and behavioral intervention programs). Client-specific job development is NOT included here. This category should be used when the WAS is at the job site learning the job tasks to be performed by the client.
 3. Client-specific job site development: Time spent contacting employers to identify and develop job opportunities for specific clients.
 4. Documentation time: Time spent preparing IPPs, client progress notes, monthly progress reviews, termination reports, and billing statements.

- C. Non-billable activities include, but are not limited to, the following.

Public relations	Client staffings
Community education	Department meetings
In-service meetings	Staff development
Any in-house (facility-based) work adjustment services.	

- D. Reporting and billing unit: One (1) hour (60 consecutive minutes) of service.

Actual billable time should be tracked for each client individually, and the hours and minutes should be inserted in the appropriate category on the monthly billing sheet. This column should then be added and any fraction of the total that is 15 minutes or more should be rounded up to the nearest one-half hour total. Time is not rounded for each episode or category of service.

EXAMPLE:

CLIENT ON JOB SITE:	
Time Active..... 9 hrs. 23 min.
Time Inactive..... 2 hrs. 20 min.
CLIENT OFF JOB SITE:	
Travel time 4 hrs. 38 min.
TOTAL ACTUAL TIME	
= BILLING TIME	
 23 hrs. 15 min.
 23.5 hrs.

WORK ADJUSTMENT TRAINING (FACILITY-BASED)**I. SERVICE DESCRIPTION**

Facility-based work adjustment training (CC 11-12) is a transitional, time-limited, systematic training program which helps persons toward their optimal level of vocational development. Utilizing real or simulated work, the intent of the program is to help persons understand the meaning, value, and demands of work and to develop appropriate work-related attitudes, personal characteristics, behaviors, and functional capacities.

II. REQUIREMENTS AND RESTRICTIONS

- A. This service would be provided in a Community Rehabilitation Program (CRP) under a formal purchase of services agreement (POSA).
- B. A program description/curriculum must be available for review and should outline the details and objectives of the program.
- C. A program designed to provide the skill training necessary for placement in a specific job or job family is not included.
- D. Work adjustment services should make provision for the development of the following.
 - 1. Physical capacities
 - 2. Psychomotor skills
 - 3. Interpersonal and communication skills
 - 4. Work behaviors and characteristics
 - 5. Skills necessary to find and keep a job
 - 6. Work performance skills
 - 7. Work-related functional living skills
 - 8. Functional literacy skills
 - 9. Knowledge of work practices
- E. An individualized written work adjustment plan should be developed by CRP staff and the client based upon each individual's previous relevant assessment findings.

- F. Services provided to clients must be related to the person's needs as documented in their IPE, and including staffings and reports that reflect monthly progress toward the objective established in the IPE and work adjustment plan.

III. BILLABLE UNIT

The reporting and billing unit is one (1) day. If an individual is present for less than one-half of the number of hours in a normal work adjustment training day, the provider should bill for one-half day of service.